The Suppliers Helpdesk is the single point of contact for suppliers to obtain the processing status of one or more invoice(s), a statement of account or the details of a bank transfer.

**How to contact?**

**Beforehand:**

- **Make sure** that invoices have been issued for more than 21 days or past due.
- **Check** that the billing address and mailing address indicated on your invoice comply with those indicated on your purchase order.

**Contact method:**

- Register and create a user form on the hotline portal.

French version:  
https://sfssupport.microsoftcrmportals.com/fr-FR/

English version:  

**Response time**

- An acknowledgment receipt is sent within 24 hours with a unique ticket number.
- The helpdesk agrees to respond you within 72 hours.
- Do not contact us again before this period has elapsed.
- For any follow up once that time limit had expired always communicate the ticket number.

**Scope**

- Aero Gearbox International
- Safran SA
- Safran Aircraft Engines
- Safran Electrical & Power
- Safran Electronics & Defense
- Safran Engineering Services
- Safran Helicopter Engines
- Safran Landing Systems
- Safran Nacelles
- Safran Transmission Systems
- Safran Reosc
- Safran Aircraft Engines Services Brussels
- Safran Aero Composite
- Safran Ceramics
- Safran Filtration Systems
- Safran Ventilation Systems
- Safran Power Units
- Galli Participations
- Safran Aerosystems SAS
- Safran Aerosystems Services Europe SAS
- Safran Electronics & Defense Actuation
- Safran Electronics & Defense Cockpit Solutions

**Information to be provided in any request**

- Invoice no.
- Order no.
- Amount inclusive of VAT
- Entity invoiced